The Army Training Help Desk

ATHD Business Practices and Rules

Key Elements of Business Practices and Rules

- Integrity of Workflow Rules & Procedures
- Maintaining Response & Closure Standards
- Properly Transferring Incident Reports
- Reviewing Personal and Group Queues
- Creating Frequently Asked Questions

Integrity of Workflow Rules & Procedures

- Respond to each Incident Report that arrives in your queue
  - Should you receive an Incident Report that is NOT in your area of expertise; initiate the 1st response to the customer and transfer the I/R to the proper SME (do not contact a manager asking why you received it)
  - Should you receive numerous I/R's that are not yours, then contact your manager as there may be some conflicts in the routing sequence

Integrity of Workflow Rules & Procedures

- Initiate an I/R each time you have a telephone inquiry
  - Regardless of whether the request involves your Command/Section get pertinent information and transfer to the correct element
  - The phrase “That is not my job” or “Call this number” is unsatisfactory
  - You are the customers first line of defense, THEY are not required to hunt down the information, that is what we get paid to do… (The very reason for the establishment of the ATHD)

Maintaining Response and Closure Standards

- Response and Closure Standards mandated by TRADOC will be monitored. Ways to ensure compliance include:
  - Informing the ATHD CA Manager or SA that an agent is on Annual/Sick Leave or is no longer assigned to your section (Manager Responsibility)
  - Reviewing ALL items in your queue (Unresolved, Updated, Waiting, Researching, etc)
  - If you are getting close to exceeding the required time frame, contact a peer or manager for assistance (we don’t have to have all the answers… use collaboration!)

Maintaining Response and Closure Standards

- If the I/R is not yours to begin with, transfer to the appropriate Agency immediately following the initial response (do not wait until the last minuet just to have it escalate on another agent)
- Review I/R's in your Command/Sections queue to ensure items belonging to you were not misrouted and to assist your fellow agents
- Manager Note: Review transactions prior to chastising your personnel (some soldiers and civilians don't know what they really want)

Properly Transferring Incident Reports

- Several things MUST be accomplished to ensure that I/R's are properly transferred, they include:
  - Ensuring that the I/R is transferred to the correct element/Agency
  - Changing the category/sub-category when an agent reassigns an incident
  - Include any data that might assist the assigned agent in the "Notes" area of the console

Properly Transferring Incident Reports

- Ensure that minimum customer data is included prior to transferring:
  - Customer Name
  - Email Address (AKO if possible)
  - Phone Number
  - Nature of the request
  - SSN if it is an ACCP request
- Properly reassigned I/R’s save you and the next agent time and effort. Remember to include anything that you would want an agent to provide to you if you were to receive the I/R!

Reviewing Personal and Group Queues

- We have previously mentioned the need to monitor the system during duty hours to ensure a timely response is provided to the customer. This is done by reviewing queues. Reviewing queues ensures that the following things occur:
  - I/R's do not hit escalation
  - I/R's that need to be transferred are properly transferred
  - Agent's can assist peers by "pulling" I/R's

Reviewing Personal and Group Queues

- Managers and Agents can quickly re-route I/R's to the proper agency
- Managers can ensure that I/R's do not hit escalation
- Managers can ascertain that workflow rules are incorrectly directing I/R's to their section
- Managers can use the review to assist them in requesting required reports
- Managers can use the review to identify agents who may require assistance

- A review of Queues should be a daily task. By reviewing queues, you can eliminate most escalations and problems

Creating Frequently Asked Questions

- Frequently Asked Questions provide several benefits to the customer AND the agent. They include”
  - The opportunity for the customer to use “Self Help”, find the answer to the question and return to training
  - It allows agents to find answers to questions without having to do “extensive” research
  - It takes “tacit” knowledge and turns it into “explicit” knowledge

Creating Frequently Asked Questions

- Key items to remember with FAQ's
  - No "one" FAQ is the correct answer
  - There is more than one way to get to the same solution
  - Depending on the customer, it may take several different actions to meet the same outcome (AC vs. RC, NGB & CPAC)
- Remember: The ***Quantity*** and ***Quality*** of our FAQ's allows the customer to use ***"Self Help"***. Self-Help equals one ***LESS*** I/R you have to deal with!

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Questions?